IT Can Work for You

IT Service Center Technician

PATHWAY CERTIFICATE **Downtown Milwaukee Campus** (summer semester)
Mequon and Oak Creek campuses (fall and spring semesters)

Start your information technology career through this certificate program that can be completed in one semester (15 weeks). An accelerated summer session (eight weeks) offers two classes.

When you complete the IT Service Center Technician program you will gain important skills and prepare for key industry certification exams, including:

- CompTIA A+ Essentials
- IT Technician
- Help Desk Institute Support Center Analyst
- Desktop Support Technician
- ITIL Foundation

'Pathway' Certificates Lead to Greater Career Possibilities

This entry-level IT Service Center Technician is the first of four certificate programs that are pathways to increasingly more specialized and valuable IT training and credentials. Students can earn 39 credits through the four certificates, and all credits will transfer into the 66-credit IT Computer Support Specialist associate degree program.

IT Service Center Technician Courses

This certificate program features three comprehensive courses:

Computer Information Systems Fundamentals
(ITSUP-101) 3 credits
Explore hardware, software and networking as well as computing trends. Course combines lecture and hands-on, lab assignments.

CompTIA A+ Essentials and IT Technician
(ITSUP-102) 4 credits
Students work in the hands-on labs that build and configure computers; replace parts; install and configure operating systems; and troubleshoot hardware, software and networking problems.

Support Center Analyst (HDI-SCA, HDI-DST, ITIL)
(ITSUP-140) 3 credits
Prepare for key industry certifications by learning how to provide front-line support for customers. Course focuses on strategies for effective IT customer service.

More information at *matcitsupport.org* and 414-297-6575.
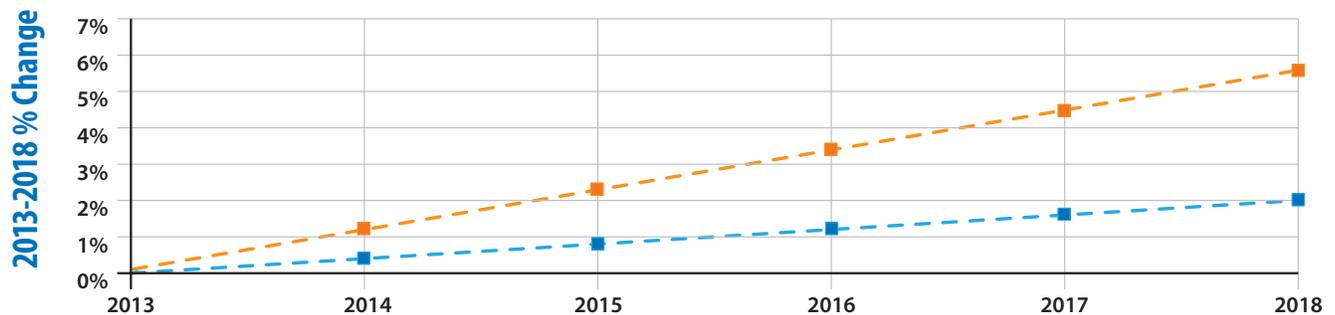
MILWAUKEE AREA *Technical College*

MATC Major Part of Federal IT Training Grant to State's Technical Colleges

MATC received a $2.1 million U.S. Department of Labor grant to develop, improve and expand adult education training pathways in information technology occupations. Through the initiative, part of the federal Trade Adjustment Assistance (TAA) program, Wisconsin's 16 technical colleges collectively received $23.1 million for the collaborative effort. TAA grants typically target U.S. workers who have lost jobs because of foreign trade.

The certificate program detailed on the reverse is part of MATC's effort through the grant and it is one of four IT pathway certificate programs that MATC is offering, all funded by the grant. Credits earned in the certificate programs count toward the 66-credit IT Computer Support Specialist associate degree program.

This chart illustrates Milwaukee area (MATC District) and national data on the current and projected growth in information technology careers through 2018.

Occupation Change Summary

Region	2013 jobs	2018 jobs	Change	% Change	Median Hourly Earnings
MATC District	1,819	1,855	36	2%	$25.11
U.S.	170,623	180,432	9,809	5.7%	$28.41

Source: EMSI, 2014.2 Class of worker, economicmodeling.com

INTERFACE Project is an equal opportunity employer/program and provides auxiliary aids and services to persons with disabilities upon request. Contact Carriel Danz, MATC Grant Coordinator, at 414-297-6575 or danzc@matc.edu for more information.

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MILWAUKEE AREA *Technical College*

WISCONSIN TECHNICAL COLLEGE SYSTEM

Downtown Milwaukee Campus
700 West State Street

Mequon Campus
5555 West Highland Road

Oak Creek Campus
6665 South Howell Avenue

West Allis Campus
1200 South 71st Street